

NC Medicaid Managed Care

Requirements for Sharing Care Plans and
Assessments to Support Continuity of
Care for Beneficiaries transitioning
between Medicaid Direct & PHPs
8/24/2022

Requirements for sharing Transition of Care (TOC) Care Plans and Assessments Version 5.1

| Change Log | | |
|------------|------------|--|
| Version | Date | Updates/Change Made |
| 3.1.1 | ##/##/#### | Unknown |
| 4.0 | 2/4/2022 | <ul style="list-style-type: none">• Removed embedded documents and replaced with reference to their new file names and paths within PCDU• Minor formatting changes/fixes• Updated page numbers for documents table |
| 4.1 | 4/27/2022 | <ul style="list-style-type: none">• Added description above documents table on page 3• Loaded new documents to PCDU |
| 5.0 | 7/15/2022 | <ul style="list-style-type: none">• Updated document to account for PIHPs and references to documents in PCDU |
| 5.1 | 8/24/2022 | <ul style="list-style-type: none">• Removed reference to JSON attestation form through NCMT platform as this is no longer required |

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Below is a list of the external references identified in this document and stored/maintained on the PCDU

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| CP_TOCVIEBRIDGEPH_CQViebridgeCarePlanFileTransferSP_MMDDYYYY.xlsx | (3) Viebridge to PHPs: Care Plans, Assessments and Care Plan Transfer Spreadsheet | 8 |
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| CP_TOCPIHPPH_Crossover42CFRPart2ConsentForm_MMDDYYYY.docx | (6) LME-MCOs (PIHPs) to PHPs: Care Plans and Warm Handoff Summaries/Care Plans | 12 |
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| CP_TOCPHLMEMCO_WarmHandoffLMEMCOTransferTemplate_MMDDYYYY.xlsx | (7) PHPs to LME-MCOs (PIHPs): Transition Files | 14 |
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****/ MMDDYYYY in file names denotes the most recent date when the file was updated.***

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Care Plans and Warm Handoffs:

(1) CCNC to PHPs: Care Plans and Warm Handoff Spreadsheet

Scope:

- All existing Care Plans identified by Community Care of North Carolina (CCNC) for beneficiaries who will be transitioning from Medicaid Direct to PHPs at PHP Managed Care Launch.
- In order to comply with 42 CFR Part 2, CCNC will ensure that SUD details are scrubbed from the Care Plans being sent over to PHPs using data suppression logic authorized or provided by the Department.
- CCNC will also include a care plan file transfer spreadsheet which notes all care plans included in the transition and also indicates whether a beneficiary necessitates a Warm Handoff. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Confirmation of Care Plan File Attached
 - Name of Care Plan File
 - Warm Handoff Required indicator (Y/N)
 - Comments

Data Source: CCNC

Data Target(s): PHPs

File Layout: The Care Plans have no set layout. However, the Warm Handoff Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCPH_CCNCCarePlanFileTransfer_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to PHPs. In addition, the underlying file naming conventions are defined – Care Plan and Warm Handoff Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCPH_CQCCNFileNamingConvention_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

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[Tailored Plan Path:](#)

 / [Library Documents](#) / [Tailored Plan](#) / [Guidance Documents](#) / [B.2- Medicaid - Benefits](#)

File Type: PHPs will receive Care Plans in .pdf format along with a .csv Warm Handoff Spreadsheet as identified above. These files will be zipped into one zipped file per PHP.

Transmission Type: CCNC sFTP Site

File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

1. Prior to PHP Managed Care Launch, PHPs will receive Care Plans from CCNC for all beneficiaries that are assigned to them. This will be followed by ad hoc transfers as needed.
2. PHPs are expected to pick up their zipped file off of the CCNC sFTP site and store the Care Plans file transfer Spreadsheet for future use. Outlined below are key functions that PHPs are expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries
 - b. Contact CCNC to initiate warm handoff knowledge transfer sessions for beneficiaries with a Warm Handoff indicator by CCNC on the Warm Handoff Spreadsheet

Dependencies:

- Beneficiary assignments: PHPs will receive information on beneficiaries assigned to them through the daily 834 files. PHPs are expected to use the information provided on Care Plans to ensure continuity of care for those members.

[\(2\) *CCNC to Tribal Option: Care Plans and Warm Handoff Spreadsheet*](#)

Scope:

- All existing Care Plans identified by CCNC for beneficiaries who will be transitioning from Medicaid Direct to Tribal Option at PHP Managed Care Launch.
- In order to comply with 42 CFR Part 2, CCNC will ensure that SUD details are scrubbed from the Care Plans being sent using data suppression logic authorized or provided by the Department.
- CCNC will also include a care plan file transfer spreadsheet which notes all care plans included in the transition and also indicates whether a beneficiary necessitates a Warm Handoff as per the Transition of Care Policy . The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Confirmation of Care Plan File Attached
 - Name of Care Plan File
 - Warm Handoff Required indicator (Y/N)
 - Comments

Data Source: CCNC

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Data Target(s): Tribal Option

File Layout: The Care Plans have no set layout. However, the Warm Handoff Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCTO_CCNCCarePlanFileTransferSpreadsheet_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

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File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to Tribal Option. In addition, the underlying file naming conventions are defined – Care Plan and Warm Handoff Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCTO_CQCCNFileNamingConvention_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Type: The Tribal Option will receive Care Plans in .pdf format along with a .csv Warm Handoff Spreadsheet as identified above. These files will be zipped into one zipped file for Tribal Option.

Transmission Type: CCNC sFTP Site

File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

3. Prior to PHP Managed Care Launch, the Tribal Option will receive Care Plans from CCNC for all beneficiaries that are assigned to them. This will be followed by ad hoc file transfers as needed.
4. The Tribal Option is expected to pick up their zipped file from the CCNC sFTP site and store the Care Plans file transfer Spreadsheet for future use. Outlined below are key functions that the Tribal Option is expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries
 - b. Contact CCNC to initiate warm handoff knowledge transfer sessions for beneficiaries with a Warm Handoff indicator by CCNC on the Warm Handoff Spreadsheet

Dependencies:

- Beneficiary assignments: The Tribal Option will receive information on beneficiaries assigned to them through the daily 834 files. The Tribal Option is expected to use the information provided on Care Plans to ensure continuity of care for those members.

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(3) [Viebridge to PHPs: Care Plans, Assessments and Care Plan Transfer Spreadsheet](#)

Scope:

- All existing Care Plans and/or Assessments identified by Viebridge for beneficiaries who will be transitioning from Medicaid Direct to PHPs at Managed Care Launch.
- Viebridge will also include a Care Plan Transfer Spreadsheet, including the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Care Plan/Assessment File Attached
 - Name of Care Plan File
 - Name of Assessment File (if applicable)
 - Comments

Data Source: Viebridge

Data Target(s): PHPs

File Layout: The Care Plans and Assessments have no set layout. However, the Care Plan File Transfer Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCVIEBRIDGEPH_CQViebridgeCarePlanFileTransferSP_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to PHPs. In addition, the underlying file naming conventions are defined – Care Plan, Assessments and Care Plan Transfer Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCVIEBRIDGEPH_CQViebridgeCarePlanFileNamingConvention_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Type: PHPs will receive Care Plans and Assessments in .pdf format along with a .csv Care Plan File Transfer Spreadsheet as identified above. These files will be zipped into one zipped file per PHP.

Transmission Type: Secure File Transfer through NC MFT – PHP Contract Data Utility

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File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

1. Prior to PHP Managed Care Launch, PHPs will receive Care Plans from Viebridge for all beneficiaries that are assigned to them. This will be followed by ad hoc transfers as needed.
2. PHPs are expected to pick up their zipped file off of the NC MFT and store the Care Plans, Assessments, and the Care Plan Transfer Spreadsheet for future use. Outlined below are key functions that PHPs are expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries

Dependencies:

- Beneficiary assignments: PHPs will receive information on beneficiaries assigned to them through the daily 834 files. PHPs are expected to use the information provided on Care Plans to ensure continuity of care for those members.

(4) PHPs to CCNC: Transition file

Scope:

- PHP's Transition file transfer will occur for all members who are disenrolling to Medicaid Direct.
- In order to comply with 42 CFR Part 2, PHPs shall ensure that appropriate consent is secured prior to transferring transition file content containing SUD details. In cases where consent is not secured, the impacted transition file content will be removed from the file transfer to CCNC.
- PHPs will reflect disenrolling members requiring a warm handoff on a Transition File spreadsheet. This spreadsheet will also include a Consent indicator to confirm compliance with 42 CFR Part 2 requirements, as applicable. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Warm Handoff Required Indicator (Y/N) Note: this anticipated to be "Y" for all listed members.
 - SUD Consent Attached Indicator (Y/N)
 - SUD Consent File Name (If record is impacted by SUD Consent)
 - Transition Summary Sheet File Indicator (Y/N)
 - Name of Transition Summary Sheet File
 - Care Needs Screening Attached (Y/N)
 - Name of Care Needs Screening File
 - Care Plan File Attached Indicator (Y/N)
 - Name of Care Plan File (if applicable)
 - Adverse Determination Disposition Summary Attached Indicator (Y/N)
 - Name of Adverse Determination Disposition Summary
 - Comments
- PHPs will also include the consent form for applicable Transition File content that have SUD detail in which the PHP was able to obtain consent

Data Source: PHPs

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Data Target(s): CCNC

File Frequency: The file will be sent for beneficiaries disenrolling from PHP to CCNC on a one-time basis


Documents Included in Transition File Submission: As a part of Transition File, the PHP shall include a Transition File Spreadsheet along with a Transition Summary Sheet, most recent Care Needs Screenings, Care Plans, and Adverse Determination Disposition Summaries, as applicable, created by the PHP. The Transition File Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHCCNC_CCNCTransitionFileTemplate_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

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File Naming Convention: PHPs should zip the underlying files: Transition Summary Sheet, Care Needs Screening, Adverse Decision Disposition Summary (if applicable), Care Plan PDFs, Warm Handoff Summary PDFs, Consent Forms and Transition File Spreadsheet according to the naming conventions maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHCCNC_CCNCTransitionFileNaming_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

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Transmission Type: CCNC sFTP site

Structure of the As Needed Care Plan Submissions should be as follows:

- Wrapper Zip File
 - i. Consent Forms
 - ii. Transition Summary Sheet
 - iii. Care Needs Screening
 - iv. Care Plans
 - v. Adverse Determination Disposition Summary
 - vi. Transition File Spreadsheet

Dependencies:

Member assignments: PHPs receive information on members assignment through the daily 834 file. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCGEFGuidanceForCrossover_MMDDYYYY.pdf*

[Standard Plan Path:](#)

 / [Library Documents](#) / [Standard Plan](#) / [Guidance Documents](#) / [C_Benefits_and_Care_Management](#)

[Tailored Plan Path:](#)

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(5) [PHPs to PHPs: Transition file](#)

PHPs are to coordinate the transfer of Care Plans amongst themselves for members transitioning between Plans.

(6) [PIHP to PHPs: Care Plans and Warm Handoff Summaries/Care Plans](#)

Scope:

- At crossover, LME-MCO (PIHP) warm handoff summary sheet or at the LME-MCO's (PIHP's) discretion, a current care plan, transfer is limited to those members requiring a warm handoff as determined by LME-MCO (PIHP). A warm handoff summary sheet will be provided for every member identified for a warm handoff. The LME-MCO (PIHP) at its discretion may substitute a warm handoff summary sheet with an active care plan.
- For Ongoing Transition of Care, for each Tailored Plan eligible beneficiary disenrolling from an LME-MCO (PIHP) to a PHP, the LME-MCO (PIHP) will send a Transition Summary Page (modified version of warm handoff summary), and consent as applicable.
- In order to comply with 42 CFR Part 2, LME-MCOs (PIHPs) shall ensure that appropriate consent is secured prior to transferring any information covered under the scope of 42 CFR Part 2. In cases where consent is not secured, the transition summary page and any additional information the LME-MCO (PIHP) would otherwise elect to transfer will be removed from the file transfer to PHPs.
- LME-MCOs (PIHPs) will reflect members requiring a warm handoff on a warm handoff information spreadsheet, in alignment with Crossover and Ongoing Transition of Care requirements. This spreadsheet will also include a Consent indicator to confirm compliance with 42 CFR Part 2 requirements. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Gender
 - Warm Handoff Required Indicator (Y/N) Note: this anticipated to be "Y" for all listed members.
 - Warm Handoff Summary Sheet File Indicator (Y/N) (Mark as Y/N for ongoing Transition File)
 - Name of Warm Handoff Summary Sheet File/ (Name of Transition File for Ongoing)
 - Care Plan File Attached Indicator (Y/N)
 - Name of Care Plan File (if applicable)
 - List of Medications
 - List of Current Diagnoses
 - List of Current PAs
 - List of Current Providers
 - List of known upcoming appointments

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- Foster Care Information (If applicable)
 - Child Welfare Worker name
 - Child Welfare Worker Name phone number
 - Child Welfare Worker County
 - Foster Placement name
 - Foster Placement number
 - Foster Care Permanency Status
 - Comments
- LME-MCOs (PIHPs) will also include the consent form for any Warm Handoff Summary Sheets/Care Plans/Transition Files that have SUD detail in which the LME-MCO (PIHP) was able to obtain consent to share the Warm Handoff Summary Sheet/Care Plan/Transition File

Data Source: PIHPs

Data Target(s): PHPs

File Frequency (Crossover): The first full file transfer will occur on a date to be determined by the Department, provided in advance of warm handoff sessions, which will begin approximately 3 weeks prior to MCL. The file will be updated weekly, as needed to reflect additional members requiring a warm handoff session.

File Frequency (Ongoing): The file will be sent on an ad hoc basis as needed for Tailored Plan eligible beneficiaries disenrolling from LME-MCO (PIHP) to PHP on a one-time basis

Documents Included in Warm Handoff Summary/Care Plan/Transition Summary Submission: As a part of crossover and ongoing submissions, the LME-MCOs (PIHPs) shall include Warm Handoff Transitioning Information. Below are the minimum data elements that should be included in your warm handoff/transition summary submissions.

1. Patient identifying demographic information
2. Care Management/Care Coordination/Reason for Warm Handoff
3. List of any behavioral health/IDD services currently being received and providers
4. List of active diagnoses (including known allergies)
5. Date of Service/Last Care coordination contact
6. List of medications and any issues/concerns
7. Barriers to service
8. Discharge plan
9. Any follow-up needed/additional information
10. Supporting care plan should be included, when applicable

Example “Consent to Share Confidential Health Information”, “Ongoing TOC Transition Summary Page” and “TOC Warm Handoff Summary” forms can be found at the paths below:

File Names:

CP_TOCPIHPPH_Crossover42CFRPart2ConsentForm_07272022.docx

CP_TOCPIHPPH_OngoingTOCTransitionSummaryPage_07272022.docx

CP_TOCPIHPPH_WarmHandoffSummary_07272022.docx

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[Tailored Plan Path:](#)

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File Naming Convention:

LME-MCOs (PIHPs) should zip the underlying files for each PHP: Care Plan PDFs, Warm Handoff Summary/Transition Summary PDFs, Consent Forms and Warm Handoff Spreadsheet according to naming conventions found in the following file maintained on the PCPU at the paths below.

File Name: *CP_TOCLMEMCOPH_CQLMEFileNamingConvention_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

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[Tailored Plan Path:](#)

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Transmission Type: SFTP

- Member assignments: LME-MCOs (PIHPs) receive information on members assigned to a PHP through the daily Global Eligibility Files. LME-MCOs are expected to read off the Global Eligibility file to determine if any members should have their Care Plans transferred. The GEF guidance document to assist in this capability is maintained on the [PCDU](#) at the paths below.
File Name: *CP_TOCGEFGuidanceForCrossover_MMDDYYYY.pdf*

[Standard Plan Path:](#)

 / [Library Documents](#) / [Standard Plan](#) / [Guidance Documents](#) / [C_Benefits_and_Care_Management](#)

[Tailored Plan Path:](#)

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(Note: The 834 will replace the GEF and plans should be prepared to use the 834 for this information in 2023. Exact dates will be communicated with the plans once established.)

[\(7\) PHPs to PIHPs: Transition Files](#)

Scope:

- PHP's Transition file transfer will occur for all members who are disenrolling from a PHP.
- In order to comply with 42 CFR Part 2, PHPs shall ensure that appropriate consent is secured prior to transferring transition file content containing SUD details. In cases where consent is not secured, the impacted transition file content will be removed from the file transfer to LME-MCOs (PIHPs).

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- PHPs will reflect disenrolling members requiring a warm handoff on a Transition File spreadsheet. This spreadsheet will also include a Consent indicator to confirm compliance with 42 CFR Part 2 requirements, as applicable. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Warm Handoff Required Indicator (Y/N) Note: this anticipated to be “Y” for all listed members.
 - SUD Consent Attached Indicator (Y/N)
 - SUD Consent File Name (If record is impacted by SUD Consent)
 - Transition Summary Sheet File Indicator (Y/N)
 - Name of Transition Summary Sheet File
 - Care Needs Screening Attached (Y/N)
 - Name of Care Needs Screening File
 - Care Plan File Attached Indicator (Y/N)
 - Name of Care Plan File (if applicable)
 - Adverse Determination Disposition Summary Attached Indicator (Y/N)
 - Name of Adverse Determination Disposition Summary
 - Comments
- PHPs will also include the consent form for applicable Transition File content that have SUD detail in which the PHP was able to obtain consent

Data Source: PHPs

Data Target(s): PIHPs

File Frequency: The file will be sent for beneficiaries disenrolling from PHP to PIHP on a one-time basis

Documents Included in Transition File Submission: As a part of Transition File, the PHP shall include a Transition File Spreadsheet along with any Care Needs Screening, Care Plan, Adverse Determination Disposition Summary. The Transition File Spreadsheet will follow the layout as defined by the Department. This layout file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHLMEMCO_WarmHandoffLMEMCOTransferTemplate_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

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File Naming Convention: PHPs should zip the underlying files for each PIHP: Transition Summary Sheet, Care Needs Screening, Adverse Decision Disposition Summary (if applicable), Care Plan PDFs, Warm Handoff Summary PDFs, Consent Forms and Transition File Spreadsheet according to the naming conventions found in the following file maintained on the PCDU at the paths below.

File Name: *CP_PHLMEMCO_CQLMEFileNamingConvention_MMDDYYYY.xlsx*

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[Tailored Plan Path:](#)

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Transmission Type: Secure File Transfer through SFTP

Structure of the As Needed Care Plan Submissions should be as follows:

- Wrapper Zip File for Daily Submission
 - a. PIHPs Zip
 - i. Consent Forms
 - ii. Transition Summary Sheet
 - iii. Care Needs Screening
 - iv. Care Plans
 - v. Adverse Determination Disposition Summary
 - vi. Transition File Spreadsheet

Dependencies:

Member assignments: PHPs receive information on members assignment through the daily 834 file, found on the [PCDU](#) at the paths below.

File Name: *CP_TOCGEFGuidanceForCrossover_MMDDYYYY.pdf*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

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